

Transaction Supervisor's Forum 02/18/2016

PPSD provided the following updates at the forum:

CS BENEFITS:

Departments were reminded to check pay history to see if their employee's deductions have been adjusted prior to calling or emailing SCO.

CS Benefits has processed 1,324 open enrollment errors since the last Transactions Supervisor's Forum and currently have 2,224 errors remaining. SCO anticipates completing these errors by the March Master Cutoff date (03/22/2016).

CS PAYROLL: S. Vance

Departments should not fax Std. 639 CFS to SCO. Per Section H 303.2 of the Payroll Procedures Manual (PPM), the original Std. 639 CFS, one copy and a copy of the court order must be submitted to SCO. Std. 639 CFS received via fax will be returned to the department, which will result in a delay in establishing the garnishment.

Questions/Concerns:

1. CS Payroll:

- Q. When departments are cancelling a garnishment, what "total amount" should be entered on the Std. 639/Std. 639 CFS, the original total or the remaining balance? Std. 639/Std. 639 CFS with the original total amounts are being returned to the departments.
- A. When cancelling a garnishment, the department should be using the original total from the court order. SCO will communicate this with staff to ensure Std. 639/Std. 639 CFS with the appropriate amount in the total is not returned to the department.

If a garnishment needs to be modify, the information on the new court order should be used to complete the Std. 639/Std. 639 CFS.
- Q. What should a department do if they do not have the original court order for a garnishment from an employee's previous department and the garnishment needs to be modified/cancelled?
- A. Some information regarding a garnishment can be found on Payment History. Specialist can access Pay HIS, view the deductions of the employee's last payment to get the effective date and the original total of the garnishment. This information can be used to complete the Std. 639/Std. 639 CFS to cancel the garnishment. (See example below)

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Additionally, the Case Number for a garnishment can be found on the CD155 for a previously issued warrant.

DED	ORG	AMOUNT	PP	TP	EFF	TERM	ORIG
339	004	1421.82		GA	061814		27053.45

If the garnishment needs to be modify, departments should be using the information provided in the new court order.

If the department determines that they need a copy of the original Std. 639/Std. 639 CFS, they can contact SCO at 916-372-7200. However, SCO does not have access to the original court order.

- Q. Departments are being charged for “ding” notices when duplicate documents are submitted due to SCO’s backlog and when an original court order is sent to SCO. Additionally, departments are being charged when SCO sends court orders received by SCO back to the departments via the “ding” notice process.
- A. For clarification, SCO does not charge departments for “ding” notices. The SCO charges departments for other activities. SCO uses the PR250 and other “ding” notices to communicate with departments when staff are unable to reach a department or SCO receives documents that should be sent to the department, such as court orders.

To minimize the risk of a receiving a “ding” notice for duplicate documents, SCO advises departments not to send a second document until the SCO’s oldest date is after the sent date of the original document. Please refer to the latest SCO responses to the Transactions Supervisor’s Forum located on the SCO Public website (http://www.sco.ca.gov/ppsd_state_hr.html). If SCO’s Oldest Date is after the original sent date, departments should submit a second document identifying it as a second or inquiry document and providing the original sent date.

- Q. A department submitted a Std. 674 to transfer funds and received a PR250 stating that the position was not active for the pay period. However, the department had received an email from position control stating the position was effective prior to the pay period in question.
- A. Typically, these errors are due to an Agency or Reporting Unit code error related to the header file possibly due to an agency reorganization. SCO will communicate with staff that they should notify the department to work with Position Control and provide clear instruction to the department prior to returning the document.
- Q. Section Z of the PPM has inaccurate samples.

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- A. The CS Payroll Unit has initiated the process to update the PPM with current/correct examples for departments.

2. Miscellaneous:

- Q. What is the turnaround time for Payroll History Requests?

- A. The timeframe is approximately 14 months. Departments should provide a detailed description of the payroll history need in the request letter. SCO will review all letters to determine the urgency of the request.

3. What date is PPSD currently working on as of 02/19/2016?

Unit	Workload Type	Oldest Date
Position Control	607	2/22/2016
Audits	PARs	2/10/16
Disability	IDL Special/Complex	11/06/2015
	IDL Regular	02/17/2016
	SDI Special/Complex	01/22/2016
	SDI Regular	02/18/2016
	NDI Special/Complex	01/26/2016
	NDI Regular	02/18/2016
	TD Special/Complex	01/25/2016
	4400	02/17/2016
	4800	02/11/2016
Payroll	EH Messages	05/28/2015
	674	02/02/2016
	674 A/R	01/28/2016
Benefits	Health	11/25/2015
	FLEX	11/05/2015
	Dental Appeals/Changes	10/09/2015
	Dental Cancels	10/26/2015
	Dental New	02/22/2016
Misc. Deduction/W-2	674	01/27/2016
	676	02/12/2016
	EH Messages	12/04/2015

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	Group Legal	02/16/2016
	LTD	02/16/2016
Retirement	EH Messages	11/05/2015